

### Storm Safety Tips

- Avoid handling metal, electrical equipment, telephones, bathtubs, water faucets, and sinks, because electric current from lightning can travel through wires and pipes.
- If you are outside, take cover in a stable facility. Avoid taking shelter under trees.
- Tune in to local TV/radio channels for emergency advisories and instructions. A majority of the Rockford area media outlets have local alerts you can sign up to receive. Additionally, you can sign up to receive public safety alerts issued by the Rockford Police Department at [www.nixle.com](http://www.nixle.com).
- Avoid walking through water that has seeped into your home; it may contain hazardous materials.
- If driving, be alert for hazards on the roadway. Do not attempt to drive through flooded streets and do not drive around barricades.
- Assemble an emergency kit. Have these items on hand and make sure they can last for at least 72 hours: a flashlight, batteries, a portable radio, at least 1 gallon of water per person per day, non-perishable foods such as canned goods, a can opener, an extra set of clothes, durable shoes, blankets, and a first aid kit that includes prescription drugs as needed.

### Power Outage Tips

- Try not to open your refrigerator or freezer doors so you don't lose cold air unnecessarily. The contents of a full fridge should keep for about six hours; the contents of a full freezer should last for as long as two days.
- If it is hot outside, stay in the lowest level of your home where it will be coolest, put on light-weight clothing, drink lots of water and provide your pets with fresh water as well, and visit one of the **cooling sites** in the Rockford area if the heat is overwhelming.

### Storm Response Information from the City of Rockford

- Report all tree failures that affect City streets or Rights of Way immediately. Call 815 987-5763 (24 hour hotline)
- Try to provide as much information as possible when reporting fallen limbs or trees, such as:
  - Is the tree blocking or partially blocking the street, sidewalk or driveway(s)?
  - Is the tree involved in overhead wires (electric, telephone, cable, etc.)?
  - Is it an entire tree or part of a tree?
  - If the limb is still attached to the tree, how high up in the tree?
  - Is it a City Tree (between sidewalk & curb) or private (in someone's yard)?
- If the limb or tree is involved in wires, do not approach or touch anything in an attempt to move the tree or the wires. Report immediately and leave this to the experts.
- Be patient after reporting tree issues. Cleanup after an extreme windstorm event can take days or even weeks. During cleanup events, the priority for addressing individual cleanup requests is as follows:
  1. Trees blocking entire streets
  2. Trees on vehicles or dwellings
  3. Trees partially blocking streets
  4. Large broken limbs overhanging streets or sidewalks
  5. Tree limbs laying on city parkways (between sidewalk & street)

- Visually inspect trees on or adjacent to your property after any high wind event regardless of whether or not there is any obvious damage. Split trees or cracked limbs may otherwise go unnoticed for days or months. If you see a defect on a City owned tree or are unsure, report immediately @ 815 987-5763.
  - Note: Aside from high wind events, inspect trees on your property at the change of each season throughout the year as a matter of routine. It may help prevent a future catastrophic failure if minor defects are detected prior to any future weather event.
- Do not expect City crews to address tree failures that pertain to privately owned trees (in homeowner's yard, etc). City crews are responsible only for clearing the streets and right of ways back to the property line and normally will not take the debris with them but rather will place it on the owner's property for them to dispose of.

## **Storm Response Information from ComEd**

### *Priorities for Storm Restoration*

- Through switching and repair of high voltage transmission lines and substations, we restore service to the largest number of customers.
- We restore power to facilities critical to public health and safety—including hospitals, police and fire stations, water reclamation plants, and communication systems.
- We dispatch crews to make repairs to equipment that will return service to the largest number of customers in the least amount of time. These include major feeder trunk lines, high-density housing projects, and large neighborhoods.
- Finally, we restore power to smaller neighborhoods and individual services.

### *NEW: Receive Outage Alerts on Your Mobile Phone*

ComEd has instituted a two-way text messaging capability that allows customers to text their outage to ComEd and enables ComEd to text restoration information back to customers. <br>The expanded outage alert text message program will provide added convenience for customers and help improve their experience. The new program enhancements:

- Allow customers to text the company to report an outage,
- Offer real-time information on outages, and
- Allow customers to text ComEd to opt into the program.
- To report an outage, customers can text OUT to 26633 (COMED)
- Sign up at: <https://www.comed.com/customer-service/outage-information/Pages/outage-alerts.aspx>